



सत्यमेव जयते

भारतीय राष्ट्रीय राजमार्ग प्राधिकरण

(सड़क परिवहन और राजमार्ग मंत्रालय, भारत सरकार)

National Highways Authority of India

(Ministry of Road Transport and Highways, Government of India)

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No. NHAI/20-21/29-Part(1)(E-25664)

12th April, 2024

OFFICE MEMORANDUM

Sub:- Standard operating Procedure for handling the complaint by the Internal Complaints Committee

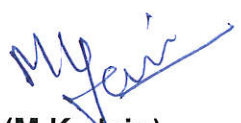
In continuation of the Policy Circular No. 1.7.1.21/2024 dated 06.03.2024, it has been decided to further streamline the process to be followed by the Internal Complaints Committee (ICC) for handling the complaints received by them as per the following Standard Operating Procedure (SOP):-

- (i) The complaint related to sexual harassment received in any Division/ office of NHAI shall be forwarded to the ICC with the approval of the concerned Disciplinary Authority. Further, such complaints can also be sent directly to the ICC by any aggrieved person/ complainant or ICC can also take cognizance of the same suo-moto.
- (ii) The Member Secretary of ICC shall take the complaint on record and give it a distinct serial number in a register to be maintained for this purpose, which will contain the details of date of receipt of the complaint, mode by which received, action taken on the same, date(s) of meetings/ hearing/ inquiry of the ICC and the date of forwarding inquiry report/ recommendation to the concerned Cadre Division/ Division/ Office and such other details as may be required to be maintained by the ICC, as per the directions of the Presiding Officer of ICC. An indicative format of the register is enclosed as **Annexure-A**.
- (iii) The inquiry of the case shall be completed within a period of ninety days in compliance of Section 11(4) of the PoSH Act, 2013 and other relevant instructions issued from time to time.
- (iv) On completion of the inquiry within 90 days, the ICC shall forward the inquiry report/ its recommendation to the concerned Cadre Division/ Division/ Office, within a period of ten days from the date of completion of the inquiry in compliance of Section 13(1) of the PoSH Act, 2013 and such report be made available to the concerned parties, as per the provisions of PoSH Act, 2013. It should be remembered that as per the Section 16 of the Act, notwithstanding the RTI Act, 2005, information as regards identity and addresses of the aggrieved woman, respondent and witnesses, Inquiry proceedings, Recommendations of the Committee, shall not be published or communicated or made known to public, press or media in any manner. Provided that information may be disseminated regarding the justice secured to any victim of sexual harassment under

Act without disclosing the name, address, identity or any other particulars calculated to lead to the identification of the aggrieved woman and witnesses.

- (v) The ICC in its Inquiry Report shall recommend the action as per Section 13(2) or 13(3) {as the case may be} of the PoSH Act to the concerned concerned Cadre Division/ Division/ Office.
 - (vi) On receipt of the Inquiry Report from ICC, the concerned Cadre Division/ Division/ Office shall put up the report for decision of the Disciplinary Authority/Competent Authority. The concerned Cadre Division/ Division/ Office shall after completion of the proceedings, decide the quantum of remuneration to be paid to the External, as well as, Internal Member of the ICC with the approval of the Member (Admin), as per the instructions contained in Policy Circular dated 06.03.2024 ibid, as amended from time to time.
 - (vii) The Internal Complaints Committee (ICC) of NHAJ shall follow the instructions issued by NHAJ, Deptt. of Personnel & Training, the provisions of the PoSH Act, 2013, the PoSH Rules, 2013 and any other relevant instructions issued in this regard from time to time, in letter and spirit. A copy each of the PoSH Act, 2013; the PoSH Rules, 2013; DoPT OM dated 04.11.2022 and NHAJ Policy Circular dated 06.03.2024 are enclosed herewith for ready reference.
 - (viii) It has also been decided that Member Secretary of the ICC shall submit monthly report to General Manager (Admn.) of the Policy Division, about the case handled by the ICC, with the approval of the Presiding Officer, in the format enclosed as **Annexure-B** latest by 7th day of each month. Thereafter, the Policy Division shall submit the said monthly report to the Competent Authority.
2. This issues with the approval of the Competent Authority.

Encl. As above


(M.K. Jain)
CGM (HR/Admn.)-I

To,
Presiding Officer & Members of the ICC.

Copy to:-

- (i) PPS to Chairman
- (ii) Sr. PPS to Member (Admn.)
- (iii) CGM (HR/Admn.)-I
- (iv) All GMs (HR/Admn.)
- (v) All DGMs (HR/Admn.)
- (vi) Office Order Folder

